

Short Message Report


| | |
|--------------------|-----------------------|
| Conversations: 1 | Participants: 3 |
| Total Messages: 62 | Date Range: 8/17/2020 |

Outline of Conversations

 **Microsoft Teams chat between [Jesse Hammett, Charles Boyd, Abbie Divilio]** • 62 messages on 8/17/2020 • Abbie Divilio (AbbieD@Safechain.com) • Charles Boyd (CharlesB@Safechain.com) • Jesse Hammett (JesseH@Safechain.com)



Messages in chronological order (times are shown in GMT +00:00)

 **Microsoft Teams chat between [Jesse Hammett, Charles Boyd, Abbie Divilio]**

A Abbie Divilio (AbbieD@Safechain.com) 8/17/2020, 1:30 PM
Could you remind me who the customer is that received the medication?

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:31 PM
i just asked i don;t know either

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:31 PM
we have sold this LOT a decent amount since june

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:31 PM
oh sorry just saw CB is on this lol

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:33 PM
Astrazeneca manufactures the XR400 and Gilead manufactures the biktarvy. they are not the same company and are not under the same parent company

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:34 PM
so unless they are made in the same contract manufacturing plant it's unlikely the pills for one would end up in the bottle of another

A Abbie Divilio (AbbieD@Safechain.com) 8/17/2020, 1:34 PM
Yes, I was just looking into that as well. Seems really weird that there could have been a mix up

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:35 PM
white cross is the customer

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:35 PM
there are two of them but unsure which it was

C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 1:39 PM
getting customer now

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:39 PM
White Cross Palm Springs, 27-CA0128
1 • Abbie Divilio (AbbieD@Safechain.com)

C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 1:39 PM
yep

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:41 PM
we sold him two bottle of that lot number

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:42 PM
soobvioulsy, the next person that talks to him needs to ask if he still has the other bottle, and if so have him open it

J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:42 PM
or, follow up with whatever patient got it

C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 1:42 PM
yeah

C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 1:42 PM

none here?

- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:42 PM
checking now
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 1:44 PM
we have biktarvy but none of that LOT
- C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 1:46 PM
damn
- A Abbie Divilio (AbbieD@Safechain.com) 8/17/2020, 2:36 PM
were you able to confirm that we got that lot from Gentek or Blvd 9229?
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:47 PM
the T3 should show that
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:47 PM
let me verify
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:48 PM
confirmed
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:48 PM
AMSIImage sent
- Attachment: 0-eus-d1-8b99284a0d1b473708bd6edf9f80f814 (53 KB)*
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:48 PM
line #30
- C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 2:49 PM
we only received 2 of that lot #? or is that just on this ROG?
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:49 PM
we only received 2 of that lot on this specific Rreceipt
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:50 PM
we sold both to the customer
1 • Abbie Divilio (AbbieD@Safechain.com)
- C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 2:51 PM
how about this lot overall?
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:51 PM
these are all of our sales of this specific LOT for all time
- File "file-cbfeadd-1597675906450-lot sales tracking report ccpdpa.pdf" is missing.*
Attachment: lot sales tracking report ccpdpa.pdf
- J Jesse Hammett (JesseH@Safechain.com) 8/17/2020, 2:52 PM
it looks like we received this same lot from this same vendor and sold it back on 7/7 to a different customer
- C Charles Boyd (CharlesB@Safechain.com) 8/17/2020, 2:58 PM
kind of strange that we sold this to the customer 2 and a half weeks ago

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 2:59 PM
do you think we should contact the other customer?

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 3:01 PM
probably some of them but I need to figure out the best way to bring it up

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 3:01 PM
I mean if the pharmacy had the same issue they would be all over us right?

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 3:01 PM
yes, I would think they would all be calling

J **Jesse Hammett (JesseH@Safechain.com)** 8/17/2020, 3:02 PM
when are you calling the pharmacy? Honestly the best thing that could happen is he has the other unit on his shelf, and can open it and see what's inside

J **Jesse Hammett (JesseH@Safechain.com)** 8/17/2020, 3:02 PM
and it's correct

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 3:02 PM
in like 30

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 4:33 PM
I have called Drogueria Betances (The AD) and everything is in Spanish which I do not speak.

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 4:34 PM
I have left 3 voicemail with Gilead in different departments because no one knows what a pedigree is

J **Jesse Hammett (JesseH@Safechain.com)** 8/17/2020, 5:15 PM
Okay with Gilead we really need them to verify that that serial number is/was a legitimate Gilead serial number.

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 5:27 PM
I will call again

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 5:56 PM
yeah they should understand if you just say "I'm calling to verify a serial # of one of your products"

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 5:57 PM
OK, I am still calling

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:23 PM
I called again, (and again X 10) and was finally directed to someone who might be able to help me. I spoke with Clifford in the quality department, who said I would need to email a picture of the bottle with identifying information on it to them, and they would send it on to their investigation team. I explained that I simply wanted confirmation of this lot and serial number for verification purposes.

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:24 PM
I have emailed them 1 picture

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:24 PM
ok great

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:24 PM
did they give you any sort of timeline?

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:24 PM
I also forwarded you the email. He said they usually get back to people in one day

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:25 PM
he said they look up the batch numbers and production as well

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:25 PM
ok cool

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:26 PM
Pat speaks spanish so he can call the AD

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:26 PM
OK

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:26 PM
please send him over all the details to ask about

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:26 PM
is that a joke?

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:26 PM
no


C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:27 PM
but I'm surprised they dont have an English option when you call.

C **Charles Boyd (CharlesB@Safechain.com)** 8/17/2020, 6:27 PM
the website has that option

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:27 PM
DROGUERIA BETANCES 939-488-2018

A **Abbie Divilio (AbbieD@Safechain.com)** 8/17/2020, 6:30 PM
The receptionist speaks Spanish and I do not know how to ask for an English speaking person

DETAIL RECEIVER/PO INQUIRY

Receiver# 013308  COMPLETE

Date of Receipt 07/29/20

Co# 01

Whse 001

Vendor# 01-GTK

Receiver 013308 PO Number 209048 Line 002 Date 07/29/20

Product Number G61958-2501-01 BIKTARVY TAB 30CT

Vendor 01-GTK GENTEK LLC

Warehouse 001 SAFE CHAIN SOLUTIONS Quantity 272

Lot Number

| Serial Number | Location | Pedigree | Quantity | Expire Date |
|---------------|----------|-------------|----------|-------------|
| 26 CCZBYA | REC-13 | 00000014606 | 21 | 07/31/21 |
| 27 6400502A | REC-13 | 00000014606 | 12 | 09/30/22 |
| 28 CCZBVA | REC-13 | 00000014606 | 11 | 07/31/21 |
| 29 CCZCFA | REC-13 | 00000014606 | 3 | 08/31/22 |
| 30 CCPDPA | REC-13 | 00000014606 | 2 | 04/30/21 |

Press END to Continue